Technical data

HP Proactive Care Service

HP Services

Service benefits

Proactive Care can help you to improve the return on your investment in a converged infrastructure with features designed to help provide:

- Quicker incident resolution from specially trained, solution-oriented advanced resources who manage the case end to end
- Analysis and recommendations for firmware and software patching of covered products that may help prevent problems caused by devices whose firmware revision levels are no longer supported, if implemented
- Improved availability through regular device-based proactive scans to help ensure that configurations are consistent with HP best practices
- Problem prevention by anticipating issues through automation tools and case history trend reporting

With the purchase of the Personalised Support option, Proactive Care provides:

- Increased accountability and personalisation through the assignment of a local account support manager who will work on-site with your IT team to share HP best practices and specific technical advice relevant to your IT needs and projects

Service features

HP support resources

- Remote support resources:
  - Technical account manager (TAM)
  - Technical solution specialist (TSS)

Problem prevention

- Firmware and Software Version Report and recommendations*
- Proactive Scan Report and recommendations*
- Incident reporting
- Report distribution and review
- Remote Support solution
  - Remote Support Technology installation assistance
  - Online knowledge access

HP Proactive Care Service (Proactive Care) offers an integrated set of reactive and proactive services designed to help you improve the stability and performance of your converged infrastructure. In a complex converged and virtualised environment, many components need to work together effectively. Proactive Care has been specifically designed to support devices in these environments, providing an end-to-end support solution that covers servers, operating systems, hypervisors, storage, storage area networks (SANs), and networks.

In the event of a service incident, Proactive Care provides you with an enhanced call experience with access to advanced technical solution specialists, who will manage your case from start to finish with the goal of reducing the impact to your business while helping you to resolve critical issues more quickly. HP employs enhanced incident management procedures intended to provide rapid resolution of complex incidents. In addition, the technical solution specialists providing your Proactive Care support are equipped with automated technologies and tools designed to help reduce downtime and increase productivity.

Proactive Care includes on-site hardware repair if it is required to resolve the issue. You can choose from a range of hardware reactive support levels to meet your business and operational needs.

Proactive Care provides firmware release and software patching analysis for supported devices, providing you with a list of recommendations to keep your Proactive Care covered infrastructure at the recommended revision levels. You will receive a regular 'proactive scan' of your Proactive Care covered devices, which can help you to identify and resolve configuration problems before they impact your operations. Proactive Care also provides quarterly incident reporting intended to help you identify problem trends and prevent repeat problems. Service features designed to help with problem prevention are enabled by HP Remote Support Technology and advanced automation capabilities. HP Remote Support Technology is a customer-installable prerequisite for the problem prevention service features of HP Proactive Care Service.

The Proactive Care support offer can be enhanced by the addition of the Personalised Support option to provide on-site technical advice, HP best practice sharing and support reviews from an assigned account support manager. Technical services to complement your in-house IT expertise can also be added to your Proactive Care support through the addition of flexible Proactive Select credits to your support agreement.

Incident management
- Enhanced call experience
- Enhanced escalation management
- Phone Home capability*
- Basic Software Support for non-HP software products
- Collaborative Call Management on non-HP software products
- Knowledge and information access
- Replacement parts and materials

Incident management service levels
- Hardware reactive support choices
  - HP Next Business Day Proactive Care Service
  - HP 4-hour 24x7 Proactive Care Service
  - HP 6-hour Call-to-Repair Proactive Care Service
- Software reactive support
  - 24x7 software support
  - Non-critical software response
  - Software product and documentation updates
  - Licence to use software updates if purchased from HP
  - HP recommended software and documentation updates method

Additional feature for Proactive Care with defective media retention services
- Defective media retention
- Optional comprehensive defective material retention

Optional Service Features
- Personalised support option
  - On-site and/or remote operational and technical advice
  - Support planning
  - Ongoing support review meetings
- Personalised Support Additional Day
- Access to technical expertise through Technical Services or Proactive Select

* Utilises HP Remote Support Technology for delivery

Specifications

Table 1. HP support resources

Feature	Delivery specifications
Remote support resources	The Customer has access to the following trained technical specialists.
Technical account manager (TAM)	Technical account managers (TAMs) are a shared, remotely located team of specialists providing proactive services. HP employs HP Remote Support Technology to provide the Customer with scheduled product-based proactive firmware and software revision analysis, proactive scans and incident reporting. TAMs are available during standard HP business hours to discuss these reports and recommendations, as required.
Technical solution specialist (TSS)	Remote technical solution specialists (TSS) provide all remote incident support and handle the Customer's problem from call receipt to call closure. A TSS may elect to engage additional specialist resources, as required, to help resolve the problem. Even when additional resources are used, a TSS remains engaged from incident creation through to closure to help ensure a consistent end-to-end support experience for the Customer.

Table 2. Problem prevention

Feature	Delivery specifications
	For each of the devices covered by Proactive Care, HP will provide a set of standard reports that can help the Customer identify the risks within their environment and manage their environment more effectively. The report uses HP Remote Support Technology to capture the necessary revision and configuration data. These reports are provided over the contract period on a set predetermined schedule. This schedule may be set or modified at the start of the service contract to align with specific Customer change management timetables. Once the report is received, the Customer can review the report content with an HP TAM to gain a better understanding of the recommendations and observations contained within the report.
Firmware and Software Version Report and recommendations	IT reliability and stability can be impacted by the levels of the Customer's software and firmware revisions. Twice a year, HP reviews the products under the Proactive Care contract to verify that they are at recommended revision levels. HP provides the Customer with a report containing recommendations for applicable software versions, patches, and firmware revisions for each covered device. A TAM is available on Customer request to discuss these recommendations. HP performs the following core deliverables using the HP Remote Technology tool suit as part of the firmware and software version recommendation activity. **Firmware release and recommendations** For HP BladeSystem environments and HP ProLiant servers, the firmware analysis includes the enclosure and all its components within the enclosure covered by Proactive Care, including server and storage blades, power and cooling components, networking, interconnects, and HP Virtual Connect technology. For storage and network devices, the firmware analysis includes any supported devices covered by the Proactive Care contract. If requested by the Customer, HP will provide on-site installation during standard business hours for firmware that is defined by HP as non-customer-installable and which cannot be installed remotely. HP can provide telephone support for firmware defined as customer-installable during the related hardware device support coverage window. The Customer can purchase additional services to install customer-installable firmware.

HP Technology Services are governed by the applicable HP terms and conditions of service provided or indicated to Customer at the time of purchase.

Table 2. Problem prevention *(continued)*

Feature	Delivery specifications
	Software version recommendations HP will provide the Customer with patch analysis and update recommendations for all supported server operating systems,* virtualisation software,* or software required to operate a storage device* as covered under Proactive Care support. Update recommendations are provided by comparing the Customer's current version information against the latest supported releases, and indicating whether the current installed version is the latest release. Proactive Care provides the Customer with HP's general recommendations, which are intended to address critical gaps with individual devices or products. HP can provide telephone assistance, if requested, to help with the installation of software patches for supported software. The Customer can purchase additional services to install supported software revisions and patches. For operating systems,* virtualisation software,* or software required to operate a storage device* that is not directly covered by a Proactive Care agreement but is running on an underlying server or storage device covered by Proactive Care support, HP will provide only one annual software update notification. *A list of Proactive Care supported products with selected operating system and virtualisation software can be found at hp.com/go/proactivecaretechnology. Please consult an HP representative for more details.
Proactive Scan Report and recommendations	Twice a year, HP performs a proactive scan of Proactive Care supported devices in the Customer's computing environment. For HP servers and certain storage and networking products, this service provides a technical device assessment that is designed to help identify potential system configuration problems before they impact the Customer's business operations. HP Remote Support Technology tools are used to collect, transport, and analyse configuration and revision data to identify trends, revisions, or parameters that may impact operation. This analysis uses diagnostic tools and processes to compare the devices to management best practices or support advisories. HP then prepares a report that details the findings and highlights the risks and issues that require resolution or investigation, identifies deviations from HP best practices and recommends an appropriate course of action. The Customer receives a report for supported HP servers, storage and networking products. A TAM is available on request during standard HP business hours to discuss the implications and HP's recommendations with the Customer. Implementation of the recommendations is the Customer's responsibility; however, additional assistance can be purchased from HP to implement the recommendations.
Incident reporting	The Customer receives a quarterly report that details the Customer's incident history and incident trends. The report content, incident detail, resolution, and longer-term trends can be discussed with an HP TAM as required by the Customer.

Table 2. Problem prevention *(continued)*

Feature	Delivery specifications
Report distribution and review	Firmware revision and software patching analysis, Proactive Scan Reports, and Incident Reports are HP's standard reports that are electronically provided as part of this service. Reports contain trends, highlight risks or identify recommended changes for a Customer's set of devices. Through the HP Customer portal, reports are distributed using security features designed to maintain confidentiality. Reports are posted to the Customer's portal repository for collection by authorised Customer users. Previous reports are maintained on the portal so that earlier reports can be referenced as needed. The Customer can initiate a scheduled 30-minute review of each report with an HP TAM. The review will be conducted remotely in the local language (where supported) and enables the Customer to better understand the report content, the risks identified, recommendations made, and trends over time (Incident Report only). The review can also provide the Customer with guidance about the approach that HP recommends and help address any issues identified.
Remote Support solution core deliverables	HP will perform the following core deliverables as part of the remote support solution activity: • **Remote Support Technology installation assistance** Remote Support Technology is a customer-installable prerequisite for the problem prevention and remote monitoring deliverables of HP Proactive Care Service and is made available to HP Support customers at no additional charge. To help ensure a successful outcome from HP's remote monitoring with Phone Home support and support solutions, HP will provide up to 8 hours of remote technical advice on the installation and configuration of the initial Remote Support Technology installation upon the Customer's request. As part of this activity, HP explains the features and benefits of the remote support solution and recommends the appropriate configuration based on the type and number of devices supported in the Customer's Proactive Care environment. To maintain eligibility for this service, the Customer is responsible for enabling data transfer to HP, correctly adding devices to the configuration, installing future upgrades, and maintaining the Customer contact details configured in the remote support solution. • **Online knowledge access** The HP Support Center is HP's next-generation support portal that provides a helpful online resource. Key features of this personalised portal include, HP Insight Online (personalised dashboard), support forums, support case submittal, drivers, software and firmware downloads, patch management, product pages, guided troubleshooting, top issues, warranty and contract details and software updates. For more information, visit hp.com/go/hpsc.

Table 3. Incident management

Feature	Delivery specifications
Enhanced call experience	The Customer can contact HP 24 hours a day, 7 days a week. When the Customer calls with a critical incident, HP aims to either connect the Customer to a technical solution specialist (TSS) or call the Customer back within 15 minutes. The TSS is trained in addressing issues in complex computing environments and has access to HP's full array of technical knowledge and resources to help resolve issues. In the event that there is a hardware issue requiring on-site service, a hardware specialist is dispatched to the Customer's site in accordance with the purchased hardware on-site reactive service coverage level for that affected device. In addition to providing initial troubleshooting, the TSS performs failure data collection and incident definition, employing rigorous case management and escalation procedures and engaging additional technical specialists as needed. Hardware support on-site response times and call-to-repair time commitments, as well as software support remote response times, differ depending on incident severity and the purchased on-site coverage level. The Customer determines the incident severity level when logging or confirming a case with HP. Incident severity levels are defined in the 'General provisions' section. Once the Customer has placed a service request call and HP has acknowledged* receipt of the call, HP will work to isolate the hardware or software problem and to troubleshoot, remedy and attempt to resolve the problem remotely with the Customer. Prior to any on-site assistance, HP may initiate and perform remote diagnostic tests using innovative automation tools to access covered products, or HP may use other means available to facilitate remote problem resolution. Incidents on covered hardware or software can also be reported to the HP Support Centre, as locally available, or via HP's innovative automation tools reporting events 24 hours per day, 7 days per week. HP acknowledges receipt of the service request by logging the call, assigning a case ID, and communicating that case ID to the Customer based on contact details provided. HP then proceeds to remotely troubleshoot the service request. HP retains the right to determine the final resolution of all reported problems. *Please see the 'General provisions' section for more details.
Enhanced escalation management	HP employs integrated case management tools and enhanced escalation procedures to resolve complex support incidents. For Severity 1 issues, HP may engage a critical event manager (CEM) to internally monitor and coordinate the end-to-end process and provide prompt and effective engagement of additional expertise to accelerate resolution of an incident. Incident severity levels are defined in the 'General provisions' section.
Phone Home capability	For supported devices, Phone Home capabilities can be enabled so that devices will submit service incidents directly to HP using HP Remote Support Technology. Using HP's automation tools (or other supported software), incidents are submitted with 'failure data' 24x7 and are responded to within the service level for the associated device. Where configured, HP Insight Online will provide a single point of visibility to incidents and resolution.
Basic Software Support for non-HP software products	Where the Customer has not purchased Proactive Care support on selected non-HP software products** that reside on hardware equipment covered by Proactive Care support, HP shall attempt to resolve problems on these products by applying known remedies that have been made available to HP. If the problem is still not resolved, then Collaborative Call Management can be initiated at the Customer's request (refer to the 'Collaborative Call Management on non-HP software products' section for more details). Basic Software Support is available 24 hours per day, 7 days per week.

Table 3. Incident management *(continued)*

Feature	Delivery specifications
Collaborative Call Management on non-HP software products	If HP determines that a problem is caused by a selected independent vendor's software** and the problem is not resolved by the Customer applying known, available fixes, HP will, at the Customer's request, initiate Collaborative Call Management with the ISV. Collaborative Call Management can be provided only in cases where appropriate active support agreements are in place with selected vendors and the Customer has taken the steps necessary to ensure that HP can submit calls on the Customer's behalf for the limited purpose of placing a support call with the vendor. Collaborative Call Management applies to selected non-HP software when HP Proactive Care has not been purchased for the software but the software resides on hardware equipment covered by Proactive Care support. Collaborative Call Management involves HP engaging the software vendor for eligible, selected products with whom the Customer has a support agreement. HP provides information about the Customer's issue, as obtained during the Basic Software Support service call (refer to the 'Basic Software Support for non-HP software products' section for more details). It is then the responsibility of the third-party software vendor to resolve the Customer issue. Once a collaborative support call is transitioned to the third-party software vendor, the call will be subject to the support levels of the agreement between the Customer and the vendor. Once the software vendor is engaged, HP will close the HP call, but the Customer can resume the service issue with HP if needed by referencing the original call identification number. **For a list of the non-HP software products eligible for Basic Software Support for non-HP software products and Collaborative Call Management, please refer to hp.com/go/collaborativesupport. In addition to the products covered on this list, any additional vendor products and variations on these deliverables are noted at hp.com/go/proactivecaretechnology.
Knowledge and information access	As part of the Proactive Care Service, HP provides access to the HP Customer Portal. The Customer has access to: • Downloadable selected HP firmware or patches that may require additional entitlement through the purchase of HP support agreements, subscribing to hardware-related proactive service notifications, and participating in support forums for solving problems and sharing best practices with other registered users. • Expanded Web-based searches of entitled technical support documents to facilitate faster problem-solving. • Certain HP proprietary service diagnostic tools with password access. • A Web-based tool for submitting questions directly to HP. The tool helps to resolve problems quickly with a prequalification process that routes the support or service request to the resource qualified to answer the question. The tool also allows the status of each support or service request submitted to be viewed, including cases submitted by telephone. • HP and available third-party hosted knowledge databases, which can be searched for certain third-party products in order to retrieve product information, get answers to support questions and participate in support forums. This service may be limited by third-party access restrictions.

Table 3. Incident management *(continued)*

Feature	Delivery specifications
Replacement parts and materials	HP will provide replacement parts and materials necessary to maintain the covered hardware product in operating condition, including parts and materials for available and recommended engineering improvements. Replacement parts provided by HP shall be new or functionally equivalent to new in performance. Replaced parts become the property of HP. Customers who wish to retain, degauss, or otherwise physically destroy replaced parts will be billed and required to pay the list price less any applicable discounts for the replacement part. Supplies and consumable parts are not supported and will not be provided as part of this service; standard warranty terms and conditions apply to supplies and consumable parts. Maximum supported lifetime/maximum usage: Parts and components that have exceeded their maximum supported lifetime and/or the maximum usage limitations as set forth in the manufacturer's operating manual, product QuickSpecs or the technical product data sheet will not be provided, repaired or replaced as part of this service.
Incident management service-level choices	
Hardware and software incident support	Each Proactive Care Service level includes problem prevention and incident management support for hardware and software products. For each Proactive Care service level, HP provides all the core problem prevention service features noted in tables 1 and 2, as well the related core incident management service features noted in table 3. For hardware products, the Proactive Care portfolio offers three distinct hardware service levels: • HP Next Business Day Proactive Care Service • HP 4-hour 24x7 Proactive Care Service • HP 6-hour Call-to-Repair Proactive Care Service The Proactive Care portfolio also offers the same three service levels with the inclusion of hardware defective media retention (DMR) and comprehensive defection material retention (CDMR) as additional core features. Please note that for each of the Proactive Care with DMR and CDMR service offers, HP also provides all the core problem prevention service features noted in table 2, as well as the core incident management service features noted in table 3. For eligible products, the DMR service feature option, if purchased, allows the Customer to retain a defective hard disk or eligible SSD/Flash drive that the Customer does not want to relinquish due to sensitive data contained within the disk ('Disk or SSD/Flash Drive') covered under this service. All Disk or eligible SSD/Flash Drives on a covered system must participate in the defective media retention. In addition to DMR, the CDMR service feature option, if purchased, allows the Customer to retain additional components that have been designated by HP as having data retentive capabilities, such as memory modules. All eligible data retentive components on a covered system must participate in the CDMR. The components that can be retained under this service feature are outlined in the document located at hp.com/services/cdmr. For software products, the Proactive Care Service provides software support 24 hours per day, 7 days per week including HP holidays. Once a non-critical software service request (Severity 3 or 4) is received, HP will respond to the call within 2 hours after the service request has been logged. HP provides corrective support to resolve identifiable and customer-reproducible software product problems. HP also provides support to help the Customer identify problems that are difficult to reproduce. The Customer receives assistance with troubleshooting incidents and resolving configuration parameters. For critical software response (Severity 1 or 2) situations, please refer to the 'Enhanced call experience' feature described earlier in this document. The variations in the Proactive Care reactive hardware service levels are outlined in the section that follows. All coverage windows are subject to local availability. Contact a local HP sales office for detailed information on service availability.

Table 3. Incident management *(continued)*

Feature	Delivery specifications
Hardware incident support options	
HP Next Business Day Proactive Care Service	HP provides the following reactive service levels for the specific devices covered under this option: Hardware support coverage window: • Standard business hours, standard business days (9x5): Onsite service is available 9 hours per day between 8:00 a.m. and 5:00 p.m. local time, Monday to Friday excluding HP holidays. Hardware support on-site response time: • Next-business-day on-site response: An HP authorised representative will arrive at the Customer's site during the on-site coverage window to begin hardware maintenance service the next coverage day after the service request has been logged.
HP 4-hour 24x7 Proactive Care Service	HP provides the following reactive support levels for the specific devices covered under this option: Hardware support coverage window: • 24x7: Service is available 24 hours per day, 7 days per week including HP holidays. Hardware support on-site response time: • 4-hour on-site response: An HP authorised representative will arrive at the Customer's site during the on-site coverage window to begin hardware maintenance service within 4 hours after the service request has been logged. Service features are defined in the 'Hardware on-site support' and 'Hardware on-site response time' sections.
HP 6-hour Call-to-Repair Proactive Care Service	HP provides the following reactive support levels for the specific devices covered under this option. Hardware support coverage window: • 24x7: Service is available 24 hours per day, 7 days per week including HP holidays. Hardware call-to-repair time commitment: For critical incidents, HP will use commercially reasonable efforts to return the covered hardware to operating condition within 6 hours after the initial service request. Service features are defined in the 'Hardware on-site support' and 'Hardware call to repair time commitment' sections. Availability of response times is dependent on the proximity of the Customer site to an HP-designated support hub. Please contact HP for further information. For non-critical incidents or at the Customer's request, HP will work with the Customer to schedule an agreed-upon time for the remedial action to begin, and the call-to-repair time commitment will then start at that time. Incident severity levels are defined in the 'General provisions' section. Call-to-repair time refers to the period of time that begins when the initial service request has been received and acknowledged by HP or at the start time for work scheduled in agreement with the Customer, as specified in the 'General provisions' section. Call-to-repair time ends with HP's determination that the hardware is repaired, or when the service request is closed with the explanation that HP has determined that no on-site intervention is required.

HP Technology Services are governed by the applicable HP terms and conditions of service provided or indicated to Customer at the time of purchase.

Table 3. Incident management *(continued)*

Feature	Delivery specifications
Hardware incident support options	
	Repair is considered complete upon HP verification that the hardware malfunction has been corrected or that the hardware has been replaced. HP is not liable for any lost data and the Customer is responsible for implementing appropriate backup procedures. Verification by HP may be accomplished by the completion of a power-on self-test, standalone diagnostic or visual verification of proper operation. At its sole discretion, HP will determine the level of testing necessary to verify that the hardware is repaired. At its sole discretion, HP may temporarily or permanently replace the product in order to meet the call-to-repair time commitment. Replacement products are new or functionally equivalent to new in performance. Replaced products become the property of HP. It will take 30 days from the time this service is purchased to set up and perform necessary audits and processes so that the hardware call-to-repair time commitment can be put in effect. During this initial 30-day period and for up to 5 additional business days after the audit is completed, HP will provide a 4-hour on-site response time. **Enhanced parts inventory management (call-to-repair time commitment only)** To support HP call-to-repair time commitments, an inventory of critical replacement parts is maintained for Customers who have selected the call-to-repair option. This inventory is stored at an HP-designated facility. These parts are managed to allow for increased inventory availability and are accessible to HP authorised representatives responding to eligible service requests.
Software product and documentation updates	As HP releases updates to HP software, the latest revisions of the software and reference manuals are made available to the Customer. For selected third-party software, HP will provide software updates as such updates are made available from the third party or HP may provide instructions on how the Customer can obtain any software updates directly from the third party. A licence key or access code, or instructions for obtaining a licence key or access code, will also be provided to the Customer when required to download, install, or run the latest software revision. For most HP software and selected HP-supported third-party software, updates will be made available through the Software Updates and Licensing portal via the HP Support Centre. The Software Updates and Licensing portal provides the Customer with electronic access to receive and proactively manage software product and documentation updates. For other HP-supported third-party software, the Customer may be required to download updates directly from the vendor's website.
Licence to use software updates	The Customer receives the licence to use software updates to HP or HP-supported third-party software for each system, socket, processor, processor core or end-user software licence covered by this service, as allowed by the original HP or original manufacturer software licence terms. The licence terms shall be as described in the HP software licensing terms corresponding to the Customer's prerequisite underlying software licence, or in accordance with the current licensing terms of the third-party software manufacturer, if applicable, including any additional software licensing terms that may accompany such software updates provided under this service.
HP recommended software and documentation updates method	For HP or HP-supported third-party software and documentation updates, the recommended delivery method will be determined by HP. The primary delivery method for software updates and documentation updates will be via download from the Software Updates and Licencing portal or a third-party hosted website.

Table 4. HP support resources

Feature	Delivery specifications
Personalised Support	Personalised Support is an optional enhancement to the Proactive Care Service that provides an assigned on-site HP account support manager (ASM) to help provide operational, technical and HP best practice advisory services aimed at helping with the ongoing operation of the Customer's IT infrastructure. IT priorities, infrastructure risks, and complexity are identified early in the planning phase with the Customer so that the ASM can help build a plan designed to help address areas likely to impact infrastructure availability and/or infrastructure performance. The ASM reviews the progress with the Customer during the support review meetings so that changes in IT priorities, risks and complexity can be identified and addressed. • **On-site and/or remote operational and technical advice** The ASM provides the Proactive Care Customer with HP best-practice advice and collaboration concerning projects, risks and issues. Specific knowledge of the Customer's environment uniquely prepares the ASM to tailor advice for the Customer on matters such as system administration, upgrade planning, product usage, configuration, system performance, problem analysis and product selection. This option provides four standard business-hour days per year of collaborative operational and technical advice scheduled on an as-needed basis by the Customer. This time can be scheduled in advance or used as required (subject to the ASM's availability). • **Support planning** A support plan is developed by the ASM after meeting with the Customer's IT management staff. A plan is developed to help the Customer proactively reduce risk to the business by identifying the IT needs and priorities and mapping out the services that HP can provide. A delivery schedule is jointly designed with the Customer to help them achieve those goals and get the best results from their IT and service investments. To promote ongoing risk reduction, the support plan is updated annually, taking into account the risks identified and recommendations made during the service coverage period. Additionally, the HP ASM will help the Customer to align their Proactive Care services from multiple Proactive Care contracts to coordinate delivery of proactive reports with the Customer's change management schedule and specific business needs. • **Ongoing Support review meetings** The ASM conducts a formal session with the Customer twice a year during which time the ASM will review the support provided and the benefits achieved through the Proactive Care Service activities by HP over the previous 6-month period. The review sessions incorporate the risks and HP recommendations as identified in the proactive scan, firmware/software revision management, and incident reports, highlighting progress made and areas requiring additional attention. The review additionally provides an opportunity to discuss trends, planned changes, or upcoming projects in the Customer's IT environment and how these might increase or reduce operational risks and complexity.
Personalised Support Additional Day	Customers who require additional operational and technical assistance time or additional support reviews can purchase additional days through the Personalised Support Additional Day option. The ASM will work with the Customer to identify requirements and schedule HP engagements accordingly.
Access to technical expertise through Technical Services or Proactive Select	The provision of technical expertise is a flexible way to augment and complement the Customer's own IT team skills, providing specialist capacity on an as-needed basis. If the Customer wishes to access technical services from HP, such services can be provided through the per-event HP Technical Services portfolio or by purchasing annuity Proactive Select credits.

Table 5. Service travel zones

Description	Travel zone specification		
Geographic locations	Travel zones and charges, if applicable, may vary in some geographic locations.		
Hardware on-site response time	All response times apply only to sites located within 25 miles (40 km) of an HP-designated support hub. Travel to sites located within 200 miles (320 km) of an HP-designated support hub is provided at no additional charge. If the site is located more than 200 miles (320 km) from the HP-designated support hub, there will be an additional travel charge. Travel zones and charges may vary in some geographic locations. Response times to sites located more than 100 miles (160 km) from an HP-designated support hub will be modified for extended travel, as shown in the table that follows.		
Travel zones table for hardware on-site response time	**Distance from HP-designated support hub**	**4-hour hardware on-site response time**	**Next-day hardware on-site response time**
	0–25 miles (0–40 km)	4 hours	Next coverage day
	26–50 miles (41–80 km)	4 hours	Next coverage day
	51–100 miles (81–160 km)	4 hours	Next coverage day
	101–200 miles (161–320 km)	8 hours	1 additional coverage day
	201–300 miles (321–480 km)	Established at time of order and subject to availability	2 additional coverage days
	More than 300 miles (480+ km)	Established at time of order and subject to availability	Established at time of order and subject to availability
Hardware call-to-repair time commitment	A hardware call-to-repair time commitment is available for sites located within 50 miles (80 km) of an HP-designated support hub. Travel zones and charges may vary in some geographic locations. The hardware call-to-repair time commitment is not available for sites located more than 100 miles (160 km) from an HP-designated support hub. For sites that are located from 51 to 100 miles (81 to 160 km) of an HP-designated support hub, an adjusted hardware call-to-repair time commitment applies, as shown in the table that follows.		
Travel zone table for hardware call-to-repair time commitment	**Distance from HP-designated support hub**	**6-hour hardware call-to-repair time**	
	0–50 miles (0–80 km)	6 hours	
	51–100 miles (81–160 km)	8 hours	
	More than 100 miles (160+ km)	Not available	

Information highlighted in the following sections covers all features available with both HP Proactive Care Pack services and HP Proactive Care Contractual services.

Service limitations

Services provided within the scope of one Proactive Care support contract are restricted to the IT environment under the direct day-to-day management of one IT manager, in one country. Unless otherwise specified or arranged, proactive and consultative services are performed during standard HP business hours. Except as otherwise noted in this document, the scope of HP Proactive Care Service is limited to the products under the Proactive Care support contract.

In cases where the Customer purchases additional Proactive Care support, the existing service delivery schedule will be utilised. If a different delivery schedule is preferred by the Customer, the Customer has the opportunity at the start of the service to specify a new delivery schedule. Deliverables will be provided based on the timeline of the delivery schedule.

Proactive capabilities of this service require the HP Remote Support Technology tool suite. Some devices and configurations may not be supported by the technologies. In these instances, HP will provide the Customer with the steps required to collect the required information and send it to HP so that those devices can be included in the reports. The current supported devices list is available as part of the release notes for Insight Remote Support found at hp.com/go/insightremotesupport.

Scope of products covered

This service is available for selected servers, software, storage devices, storage arrays, network devices and storage area networks only, as noted at hp.com/go/proactivecaretechnology.

The features of this service may differ or be limited, based on specific devices or software. Please check with an HP sales office for specific limitations and local availability.

Problem prevention recommendations are based on published revisions of generally available updates based on the devices under the Proactive Care contract and as configured in the Remote Support Technology.

General limitations

The HP delivery staff will provide the required proactive deliverables during standard HP business hours, between 8:00 a.m. and 5:00 p.m. local time on standard business days, excluding HP holidays either remotely or on-site, at the discretion of HP.

Support outside standard business hours is purchased separately and is subject to local availability.

HP retains the right to determine the final resolution of all service requests.

Activities such as, but not limited to, the following are excluded from this service:

- Services required due to failure of the Customer to incorporate any system fix, repair, patch or modification provided to the Customer by HP
- Services that, in the opinion of HP, are required due to unauthorised attempts by non-HP personnel to install, repair, maintain or modify hardware, firmware or software
- Operational testing of applications or additional tests requested or required by the Customer
- Services that, in HP's opinion, are required due to improper treatment or use of the products or equipment

HP Technology Services are governed by the applicable HP terms and conditions of service provided or indicated to Customer at the time of purchase.

- Services required due to failure of the Customer to take preventative action previously advised by HP
- Backup and recovery of the operating system, other software and data
- Implementation of any HP recommendations provided as part of this service
- Installation of any Customer-installable firmware and/or software updates

Hardware call-to-repair commitment

If an upfront audit is required by HP, the hardware call-to-repair time commitment will not take effect until five (5) business days after the audit has been completed. In addition, HP reserves the right to downgrade service to an on-site response time or cancel the service contract if critical audit suggestions are not followed or the audit is not performed within the specified timeframe.

Hardware call-to-repair time options are specified in the 'Service feature highlights' section (see table 3). All call-to-repair times are subject to local availability. Contact a local HP sales office for detailed information on availability.

The hardware repair time commitment may vary for specific products.

A call-to-repair time commitment does not apply when the Customer chooses to have HP prolong diagnosis rather than execute recommended server recovery procedures.

If the Customer requests scheduled service, the repair timeframe begins from the agreed-upon scheduled time.

Call-to-repair time commitments and on-site response times do not apply to the repair or replacement of defective or depleted batteries for selected enterprise storage arrays and enterprise tape products.

At the discretion of HP, service will be provided using a combination of remote diagnosis and support, services delivered on-site and other service delivery methods. Other service delivery methods may include the delivery via a courier of customer-replaceable parts such as a keyboard, a mouse, certain hard disk drives and other parts classified by HP as Customer Self Repair (CSR) parts, or an entire replacement product. HP will determine the appropriate delivery method required to provide effective and timely Customer support and meet the call-to-repair time commitment, if applicable.

If the Customer agrees to the recommended CSR and a CSR part is provided to return the system to operating condition, the on-site service level shall not apply. In such cases, HP practice is to express ship to the Customer location the CSR parts that are critical to the product's operation. For more details on the CSR process and parts, please refer to hp.com/go/selfrepair.

The following activities or situations will suspend the call-to-repair time calculation (if applicable) until they are completed or resolved:

- Any Customer or third-party action or inaction impacting the repair process
- Any automated recovery processes triggered by the hardware malfunction, such as disk mechanism rebuild or sparing procedures
- Any other activities not specific to the hardware repair but required to verify that the hardware malfunction has been corrected, such as rebooting the operating system

HP reserves the right to modify the call-to-repair time commitment as it applies to the Customer's specific product configuration, location and environment. This is established at the time of the support agreement order and is subject to resource availability.

Hardware on-site support

At the discretion of HP, service will be provided using a combination of remote diagnosis and support, services delivered onsite and other service delivery methods. Other service delivery methods may include the delivery via a courier of customer-replaceable parts such as a keyboard, a mouse, other parts classified as CSR parts, or an entire replacement product. HP will determine the appropriate delivery method required to provide effective and timely Customer support.

An on-site response time will not apply if the service can be delivered using remote diagnosis, remote support, or other service delivery methods previously described.

Response times are dependent on the location of your site in relation to a designated HP support office. To check service availability, please contact your local HP Services representative.

For technical hardware issues that cannot, in HP's judgment, be resolved remotely, an HP authorised representative will provide onsite technical support on covered hardware products to return them to operating condition. For certain products, HP may, at its sole discretion, elect to replace such products in lieu of repairing them. Replacement products are new or functionally equivalent to new in performance. Replaced products become the property of HP.

Once an HP authorised representative arrives at the Customer's site, the representative will continue to deliver the service, either onsite or remotely, at the discretion of HP, until the products are repaired. Work may be temporarily suspended if parts or additional resources are required, but work will resume when they become available. Work to completion may not apply to on-site support provided for desktop, mobile and consumer products. Repair is considered complete upon HP verification that the hardware malfunction has been corrected or that the hardware has been replaced.

Notwithstanding anything to the contrary in this document or HP's current standard sales terms, HP will, for selected enterprise storage arrays and enterprise tape products, cover and replace defective or depleted batteries that are critical to the proper operation of the covered product.

For incidents with covered hardware that cannot be resolved remotely, HP will use commercially reasonable efforts to respond on-site in accordance with the purchased hardware on-site reactive coverage level of the affected device.

On-site response time specifies the period of time that begins when the initial call has been received and acknowledged by HP, as described in the 'General provisions' section. The on-site response time ends when the HP authorised representative arrives at the Customer's site, or when the reported event is closed with explanation that HP has determined it does not currently require on-site intervention.

Response times are measured during the coverage window only and may be carried over to the next day with an available coverage window. Response time options available for eligible products are specified in the Service-level options table. All response times are subject to local availability. Contact a local HP sales office for detailed information on service availability.

In the event that a CSR part is provided to return the system to operating condition, the on-site response time, if any, shall not apply. In such cases, HP practice is to express ship to the Customer location the CSR parts that are critical to the product's operation. For more details on the CSR process and parts, please refer to: hp.com/go/selfrepair.

Software

For a Customer with multiple systems at the same location, HP may limit the number of physical media sets containing software product and documentation updates provided as part of this service.

Software updates are not available for all software products. When this service feature is not available, it will not be included in this service.

For some products, software updates include only minor improved features. New software versions must be purchased separately.

Limitations to the defective media retention and comprehensive defective material retention service feature options

The defective media retention and comprehensive defective material retention service feature options apply only to eligible data retentive components replaced by HP due to malfunction. They do not apply to any exchange of data retentive components that have not failed.

Data retentive components that are specified by HP as consumable parts and/or that have exceeded the maximum supported lifetime and/or the maximum usage limit as set forth in the manufacturer's operating manual, the product QuickSpecs, or the technical data sheet are not eligible for the defective media retention or the comprehensive defective material retention service feature option.

Defective media retention service and comprehensive defective material retention service coverage for options designated by HP as requiring separate coverage, if available, must be configured and purchased separately.

Failure rates on these components are constantly monitored, and HP reserves the right to cancel this service with 30 days' notice if HP reasonably believes that the Customer is overusing the defective media retention or comprehensive defective material retention service feature option (such as when replacement of defective data retentive components materially exceeds the standard failure rates for the system involved).

HP SHALL HAVE NO OBLIGATION WHATSOEVER WITH RESPECT TO THE CONTENTS OF OR THE DESTRUCTION OF ANY DATA-RETENTIVE COMPONENT RETAINED BY THE CUSTOMER. NOTWITHSTANDING ANYTHING IN HP'S CURRENT STANDARD SALES TERMS OR THE TECHNICAL DATA SHEET TO THE CONTRARY, IN NO EVENT WILL HP OR ITS AFFILIATES, SUBCONTRACTORS OR SUPPLIERS BE LIABLE FOR ANY INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES OR DAMAGES FOR LOSS OF OR MISUSE OF DATA UNDER THIS DEFECTIVE MEDIA RETENTION OR COMPREHENSIVE DEFECTIVE MATERIAL RETENTION SERVICE.

Service prerequisites

HP, at its sole discretion, may require an audit on the covered products. If such an audit is required, an HP authorised representative will contact the Customer and the Customer will agree to arrange for an audit to be performed within the initial 30-day timeframe. During the audit, key system configuration information is collected and an inventory of the covered products is performed. The information gathered in the audit enables HP to plan and maintain replacement part inventories at the appropriate level and location and allows HP to survey and troubleshoot possible future hardware incidents so that repairs can be completed as quickly and efficiently as possible. At the sole discretion of HP, the audit may be performed on-site, via remote system access, via remote audit tools or over the phone.

If an audit is required by HP, it will take 30 days from the time this service is purchased to set up and perform the audits and processes that must be completed before the hardware call-to-repair time commitment can be put in effect. The hardware call-to-repair time commitment will not take effect until five (5) business days after the audit has been completed. Until such time, service for the covered hardware will be delivered at a 4-hour on-site response time service level.

In addition, HP reserves the right to downgrade service to an on-site response time or cancel the service contract if critical audit suggestions are not followed or the audit is not performed within the specified timeframe, unless the delay is caused by HP.

For hardware call-to-repair time commitments, HP requires that the Customer install and operate the appropriate HP remote support solution, with a secure connection to HP, in order to enable the delivery of the service

The installation and use of HP Remote Support Technology, including the installation and enabling of any agents and data transfer to HP, is required to deliver the problem prevention and remote monitoring service features of Proactive Care Service. During any such time that the Customer has not deployed the Remote Support Technology solution, HP is not obliged to provide the proactive scan and firmware release and software patching analysis and recommendations deliverables, and the Customer remains responsible for full payment of all fees associated with the provision of the Proactive Care Service.

Installation of customer-installable firmware and software is the responsibility of the Customer. There will be additional charges if the Customer requests that HP install customer-installable firmware and software updates. Any additional charges to the Customer will be on a time and materials basis, unless otherwise previously agreed to in writing by HP and the Customer.

To be eligible to purchase this service, the Customer must be properly licensed to use the revision of the software product that is current at the beginning of the support agreement period; otherwise, an additional charge may be applied to bring the Customer into service eligibility.

The Personalised Support option may be purchased only if the Customer has an existing Proactive Care agreement or is purchasing the option with HP Proactive Care Service at the same time. The Personalised Support Additional Day option may be added only if the Customer has an existing Proactive Care Personalised support agreement or is purchasing the optional additional days with Personalised Support at the same time.

Customer responsibilities

If the Customer does not act upon the specified Customer responsibilities, HP or the HP-authorised service provider will, at HP's discretion, i) not be obliged to deliver the services as described or ii) perform such service at the Customer's expense at the prevailing time and materials rates.

The Customer must provide accurate and complete information in a timely manner as required for HP to perform the services.

For the core proactive services provided with Proactive Care, the Customer will provide HP with the appropriate system manager contact information (name, email, phone number) for the primary person responsible for the operational viability of the Proactive Care covered infrastructure. When the Customer has purchased the Personalised Support option for Proactive Care, the Customer will identify a focal point and an internal Customer team to work collaboratively with the HP account support manager for deliverables provided with this option.

HP Technology Services are governed by the applicable HP terms and conditions of service provided or indicated to Customer at the time of purchase.

The call-to-repair time commitment is subject to the Customer providing immediate and unrestricted access to the system, as requested by HP. The call-to-repair time commitment does not apply when system access, including physical, remote troubleshooting and hardware diagnostic assessments, is delayed or denied. If the Customer requests scheduled service, the call-to-repair time period begins at the agreed-upon scheduled time.

Upon HP request, the Customer will be required to support HP's remote problem resolution efforts as well as proactive deliverables. The Customer will:

- Start self-tests and install and run other diagnostic tools and programs
- Install customer-installable firmware updates and patches
- Run data collection 'scripts' on behalf of HP when they cannot be initiated from the Remote Support Technology
- Provide all information necessary for HP to deliver timely and professional remote support and to enable HP to determine the level of support eligibility
- Perform other reasonable activities to help HP identify or resolve problems, as requested by HP

The Customer is responsible for installing and configuring all supported devices and maintaining the appropriate HP Remote Support Technology with a secure connection to HP. The Customer is responsible for providing all necessary resources in accordance with the HP remote support solution release notes in order to enable the delivery of the service and options. The Customer must also provide any hardware required to host the remote support solution. When an HP remote support solution is installed, the Customer must also maintain the contact details configured in the remote support solution that HP will use in responding to a device failure. Please contact a local HP representative for further details on requirements, specifications and exclusions. For scheduled calls, the Customer shall promptly make the equipment available to HP for remedial activities at the agreed-upon time.

In cases where CSR parts or replacement products are shipped to resolve a problem, the Customer is responsible for returning the defective part or product within a time period designated by HP. In the event that HP does not receive the defective part or product within the designated time period or if the part or product is degaussed or otherwise physically damaged upon receipt, the Customer will be required to pay the HP list price less any applicable discounts for the defective part or product, as determined by HP.

In order for HP to provide Collaborative Call Management, the Customer must have an active support agreement with the software vendor that includes the required service level and features that allow the Customer to place calls and receive support from the vendor. If the vendor requires it, the Customer will take any steps necessary to ensure that HP can submit calls on the Customer's behalf. In addition, the Customer must provide HP with the appropriate information needed for HP to initiate a service call with the software vendor on behalf of the Customer. HP will not be able to transfer calls to the vendor and assumes no responsibility for failure to do so. HP's obligations are limited to the placement of support calls only. Purchase of Collaborative Call Management does not assign the support agreement between the Customer and vendor to HP. The Customer remains responsible for the performance of their obligations under such agreements, which includes payment of all applicable fees, including any fees that may apply as a result of logging calls with the vendor. HP is not liable for the performance or non-performance of third-party vendors, their products or their support services.

The Customer is responsible for installing, in a timely manner, critical customer-installable firmware updates, as well as CSR parts and replacement products delivered to the Customer.

The Customer is responsible for testing any preventative recommendations prior to implementation into production to ensure and to confirm interoperability within their IT environment. Prior to the implementation of any recommendations, the Customer should read and understand any prerequisites, procedures, or requirements as specified in the supporting documentation of the update.

The Customer shall work with HP to schedule delivery of the Proactive Care Service features identified for delivery for a specified number of times on an annual basis. Delivery shall be scheduled for each 12-month period of the annuity support agreement. No deliverables or entitlements shall be carried forward from one 12-month period to the next.

The Customer will:

- Take responsibility for registering to use the HP or third-party vendor's electronic facility in order to access knowledge databases and obtain product information; HP will provide registration information to the Customer as required; additionally, for certain products, the Customer may be required to accept vendor-specific terms for use of the electronic facility
- Retain and provide to HP upon request, all original software licences, licence agreements, licence keys and subscription service registration information, as applicable for this service
- Take responsibility for acting upon any hardcopy or e-mail notification the Customer may receive in order to download the software update or to request the new software update on media, where this option is available
- Use all software products in accordance with current HP software licensing terms corresponding to the Customer's prerequisite underlying software licence, or in accordance with the current licensing terms of the third-party software manufacturer, if applicable, including any additional software licensing terms that may accompany such software updates provided under this service

If required by HP, the Customer or HP authorised representative must activate the hardware product to be supported within 10 days of purchase of this service, using the registration instructions within the Care Pack documentation or the e-mail document provided by HP, or as otherwise directed by HP. In the event that a covered product changes location, activation and registration (or proper adjustment to existing HP registration) is to occur within 10 days of the change.

The Customer is responsible for the security of the Customer's proprietary and confidential information. The Customer is responsible for properly sanitising or removing data from products that may be replaced and returned to HP as part of the repair process to ensure the safeguarding of the Customer's data. For more information on Customer responsibilities, including those outlined in the HP Media Sanitisation Policy and Media Handling Policy for Healthcare Customers, go to hp.com/go/mediahandling.

If the Customer chooses to retain repair parts covered under the defective media retention and/or comprehensive defective material retention service feature options, it is the Customer's responsibility to:

- Retain physical control of the covered data retentive components at all times during support delivery by HP; HP is not responsible for data contained on the covered data retentive component
- Ensure that any Customer-sensitive data on the retained covered data-retentive component is destroyed or remains secure
- Have an authorised representative present to retain the defective data-retentive component, accept the replacement component, provide HP with identification information for each data-retentive component retained hereunder, and, upon HP request, execute a document provided by HP acknowledging the retention of the data-retentive component

- Destroy the retained data-retentive component and/or ensure that is not put into use again
- Dispose of all retained data-retentive components in compliance with applicable environmental laws and regulations

For data-retentive components supplied by HP to the Customer as loaned, rental, or lease products, the Customer will promptly return the replacement components at the expiration or termination of support with HP. The Customer will be solely responsible for removing all sensitive data before returning any such loaned, rented or leased components or products to HP, and HP shall not be responsible for maintaining the confidentiality or privacy of any sensitive data that remains on such components.

General provisions/Other exclusions

HP will acknowledge a call by logging a case, communicating the case ID to the Customer and confirming the Customer's incident severity and time requirements for the start of remedial action. Note: For events received via HP electronic remote support solutions, HP is required to contact the Customer, determine the incident severity with the Customer and arrange access to the system before the hardware call-to-repair time or hardware on-site response time period can start.

On-site hardware support response times and call-to-repair time commitments, as well as software support remote response times, may differ depending on incident severity. The Customer determines the incident severity level.

Incident severity levels are defined as follows:

- Severity 1—Critical Down: for example, the production environment is down; a production system or production application is down or at severe risk; data corruption, loss, or risk has occurred; business is severely affected; there are safety issues
- Severity 2—Critically Degraded: for example, the production environment is severely impaired; a production system or production application has been interrupted or compromised; there is risk of reoccurrence; there is significant impact on business
- Severity 3—Normal: for example, a non-production system (e.g., test system) is down or degraded; a production system or production application has been degraded with a workaround in place; non-critical functionality has been lost; there is limited impact on the business
- Severity 4—Low: there is no business or user impact

Ordering information

All units and options with individually sold HP Care Pack services must be ordered with the same service level as the product or enclosure that they are installed in, if that service level is available on those units.

Proactive Care is not designed to be sold on software-only configurations due to the integrated nature of the service deliverables. Thus, the software and hardware should be sold at the same Proactive Care service level.

Local availability: The Customer may order support from HP's current support offerings. Some offerings, features and coverage (and related products) may not be available in all countries or areas.

To order the service with the comprehensive defective material retention service feature, the defective media retention service feature must also be ordered.

To obtain further information or to order HP Proactive Care Service, contact a local HP sales representative and reference the following product numbers (x denotes the service length in years; options are 3, 4 or 5 years).

HP Proactive Care configurable/flexible Care Pack services are available as follows:

- HP Next Business Day Proactive Care Service (H1K90Ax)
- HP 4-hour 24x7 Proactive Care Service (H1K92Ax)
- HP 6-hour Call-to-Repair Proactive Care Service (H1K94Ax)
- HP Next Business Day with DMR Proactive Care Service (H1K91Ax)
- HP 4-hour 24x7 with DMR Proactive Care Service (H1K93Ax)
- HP 6-hour Call-to-Repair with DMR Proactive Care Service (H1K95Ax)
- HP Proactive Care Personalised Support (H4B58Ax)
- HP Proactive Care Personalised Support Additional Day (H4B59Ax)

HP Proactive Care Contractual services are available as follows:

- HP Next Business Day Proactive Care Service (H1K90AC)
- HP 4-hour 24x7 Proactive Care Service (H1K92AC)
- HP 6-hour Call-to-Repair Proactive Care Service (H1K94AC)
- HP Next Business Day with DMR Proactive Care Service (H1K91AC)
- HP 4-hour 24x7 with DMR Proactive Care Service (H1K93AC)
- HP 6-hour Call-to-Repair with DMR Proactive Care Service (H1K95AC)
- HP Proactive Care Personalised Support (H4B58AC)
- HP Proactive Care Personalised Support Additional Day (H4B59AC)

For the complete list of HP Proactive Care non-configurable/fixed Care Pack services, please contact your local HP sales representative or HP reseller.

For more information

For more information on HP Proactive Care Service or other HP Systems Support services, contact any of our worldwide sales offices or visit the following websites:

- HP support services: hp.com/services/support
- HP Care Pack services: hp.com/services/carepack

Sign up for updates
hp.com/go/getupdated

Share with colleagues

Rate this document

© 2012–2013 Hewlett-Packard Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty or condition, express or implied, in fact or in law. HP shall not be liable for technical or editorial errors or omissions contained herein.

HP Technology Services are governed by the applicable HP terms and conditions of service provided or indicated to Customer at the time of purchase.

4AA3-8855EEE, January 2014, Rev. 3